

## Claim Amendments

1. (Currently Amended) In a computer network having a server computer communicating with a field service providers through a network devices, a method in the server computer for providing advisory information to the field service providers, the method comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of the collected data being associated with a one of a plurality of data types;

generating a data conclusions based on an analysis between each of the plurality of the collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information; and

storing the advisory information in a storage module for subsequent access by the field service providers;

receiving a request from a specific field service provider for presentation of specific advisory information, the request comprising a provider identification code associated with the specific field service provider; and

in response to receipt of the request, retrieving the specific advisory information from the storage module based on the provider identification code; and

presenting the specific advisory information to a the specific field service provider through the network device.

2. (Original) A method as defined in claim 1, wherein the receiving act comprises: collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

3. (Currently Amended) A method as defined in claim 1, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the specific advisory information to the specific field service provider via the wireless interface module.

4. (Currently Amended) A method as defined in claim 3, wherein the presenting act further comprises transmitting the specific advisory information to the specific field service provider as the specific field service provider is in transit between a first destination facility and a second destination facility.

5. (Currently Amended) A method as defined in claim 3, wherein the wireless interface module is a wireless telephone and the presenting act comprises:  
providing the specific advisory information as a script in an audio format.

B/ 6. (Currently Amended) A method as defined in claim 1, wherein the presenting act comprises:  
providing the specific advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

7. (Currently Amended) A method as defined in claim 6, wherein the script is in an audio format.

8. (Currently Amended) A method as defined in claim 6, wherein the script is in a visual format.

9. (Currently Amended) A method as defined in claim 6, wherein the script is in a textual format.

10. (Currently Amended) A method as defined in claim 1, ~~further comprising:~~  
~~providing wherein the specific field service provider provides~~ a service at the destination facility based on the ~~presented~~ specific advisory information.

11. (Currently Amended) A method as defined in claim 1, wherein the ~~generating act~~ comprises:

~~analyzing the collected data against at least one advisory condition of the advisory rule.~~  
storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records,  
wherein the retrieving act comprises:

accessing a specific customer account record based on the provider identification code;  
accessing a specific data-type record of the specific customer account record based on the provider identification code; and  
retrieving the specific advisory information from the specific data-type record.

B 12. (Currently Amended) A method as defined in claim 1, wherein the ~~advisory information is stored in~~ a storage module is divided into having one or more a plurality of customer account records, each customer account record being divided into and one or more a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the presenting retrieving act comprising comprises:

accessing a specific customer account record associated with based on a customer account code input to the computer network by the field service provider communicating via the network device;

accessing a specific data-type record of the specific customer account record based on an the provider identification code associated with the field service provider; and

retrieving the specific advisory information stored in from the specific data-type record;  
and

~~transmitting the advisory information to the field service provider via the network device.~~

13. (Currently Amended) A method as defined in claim 12, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record act comprises comprising:

selecting the specific data-type record based on a the specialty area associated with the field service provider and specified in the identification code.

14. (Currently Amended) A network advisory system interacting with a field service provider, the network advisory system comprising:

a data collector receiving a plurality of collected data related to a destination facility, each of the plurality of the collected data being associated with a one or a plurality of data types;

B/ an advisory module receiving the plurality of collected data from the data collector, generating advisory information relating each of the plurality of the collected data to an advisory rule corresponding to the data type of the collected data being analyzed and presenting the specific advisory information to a field service provider through a network device as the field service provider is in transit between a first destination facility and a second destination facility, wherein the act of presenting the specific advisory information to the field service provider is performed in response to the advisory module receiving a provider identification code input from the field service provider requesting access to the network advisory system, and wherein the advisory module uses the provider identification code to retrieve the specific advisory information from a storage module storing the generated advisory information.

15. (Currently Amended) A network advisory system as defined in claim 14, wherein ~~the data collector receives device data~~ associated with a utility device located at the destination facility is one of the plurality of data types.

16. (Currently Amended) A network advisory system as defined in claim 14, wherein ~~the data type includes account data~~ associated with a service being provided by the field service provider at the destination facility is one of the plurality of data types.

17. (Currently Amended) A network advisory system as defined in claim 14, wherein ~~the data collector receives~~ the plurality of collected data are associated with a utility device located at the destination facility and the ~~collected data is a~~ plurality of data types comprise data selected from the group consisting of device data, business data and census data.

18. (Currently Amended) A network advisory system as defined in claim 14, wherein the specific advisory information is in the form of a script in a format based on the network device through which the field service provider is connected to the advisory module.

19. (Currently Amended) A network advisory system as defined in claim 18, wherein the script is in an audio format.

20. (Currently Amended) A network advisory system as defined in claim 18, wherein the script is in a visual format.

21. (Currently Amended) A network advisory system as defined in claim 18, wherein the script is in a textual format.

22. (Currently Amended) A network advisory system as defined in claim 14, wherein the advisory module comprises:

an intelligence module receiving the plurality of collected data from the data collector and generating a data conclusions based on an analysis between each of the plurality of collected data and against at least one advisory condition of the advisory rule; and

~~a mapping module means for mapping each of the data conclusions to the advisory information based on the data type of the collected data.~~

23. (Currently Amended) A network advisory system as defined in claim 22, wherein ~~the advisory module transmits the advisory information to~~ network device is a wireless network device ~~for presentation to the field service provider.~~

24. (Currently Amended) A network advisory system as defined in claim 23, wherein the wireless network device is a wireless telephone.

25. (Currently Amended) A network advisory system as defined in claim 23, wherein the wireless network device is a mobile computing device.

26. (Currently Amended) A network advisory system as defined in claim 14, wherein the advisory module further comprises:

a registration/communication module receiving the provider identification code and granting the field service provider access to the network advisory system based on the provider identification code, wherein the registration/communication module ~~and transmitting~~ transmits the specific advisory information to the field service provider over a network connection.

Claims ~~27~~-42 (Cancelled)

43. (Currently Amended) A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a field service providers communicating with the computing system over a computer network via a network devices, the computer process comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of the collected data being associated with a one of a plurality of data types;

generating a data conclusions based on an analysis between each of the plurality of the collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information; and

storing the advisory information in a storage module for subsequent access by the field service providers;

receiving a request from a specific field service provider for presentation of specific advisory information, the request comprising a provider identification code associated with the specific field service provider; and

in response to receipt of the request, retrieving the specific advisory information from the storage module based on the provider identification code; and

presenting the specific advisory information to a the specific field service provider through the network device.

44. (Currently Amended) The computer process in the computer program product of claim 43, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

45. (Currently Amended) The computer process in the computer program product of claim 43, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the specific advisory information to the specific field service provider via the wireless interface module.

B1 46. (Currently Amended) The computer process in the computer program product of claim 45, wherein the presenting act further comprises transmitting the specific advisory information to the specific field service provider as the specific field service provider is in transit between a first destination facility and a second destination facility.

47. (Currently Amended) The computer process in the computer program product of claim 45, wherein the wireless interface module is a wireless telephone and the presenting act comprises:

providing the specific advisory information as a script in an audio format.

48. (Currently Amended) The computer process in the computer program product of claim 43, wherein the presenting act comprises:

providing the specific advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

49. (Currently Amended) The computer process in the computer program product of claim 48, wherein the script is in an audio format.

50. (Currently Amended) The computer process in the computer program product of claim 48, wherein the script is in a visual format.

51. (Currently Amended) The computer process in the computer program product of claim 48, wherein the script is in a textual format.

52. (Currently Amended) The computer process in the computer program product of claim 43, wherein the ~~computer process for providing advisory information to a field service provider communicating with a computer network via a network device further comprises:~~  
~~—— providing specific field service provider provides~~ a service at the destination facility based on the ~~presented~~ specific advisory information.

B) 53. (Currently Amended) The computer process in the computer program product of claim 43, wherein the ~~generating act comprises:~~  
~~—— analyzing the collected data against at least one advisory condition of the advisory rule.~~  
storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the retrieving act comprises:  
accessing a specific customer account record based on the provider identification code;  
accessing a specific data-type record of the specific customer account record based on the provider identification code; and  
retrieving the specific advisory information from the specific data-type record.

54. (Currently Amended) The computer process in the computer program product of claim 43, wherein the ~~advisory information is stored in~~ a storage module is divided into having one or more a plurality of customer account records, each customer account record being divided into and one or more a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the presenting retrieving act comprising comprises:



accessing a specific customer account record ~~associated with~~ based on a customer account code input to the computer network by the field service provider communicating via the network device;

accessing a specific data-type record of the specific customer account record based on ~~an~~ the provider identification code ~~associated with the field service provider; and~~

retrieving the specific advisory information ~~stored in~~ from the specific data-type record; and

~~transmitting the advisory information to the field service provider via the network device.~~

55. (Currently Amended) The computer process in the computer program product of claim 54, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record ~~act comprises~~ comprising:

selecting the specific data-type record based on a the specialty area ~~associated with the field service provider and specified in the identification code.~~

56. (New) In a network advisory system operable to interact with users through a network devices, the network advisory system having data collectors collecting a plurality of data related to at least one utility device maintained at least one destination facility, wherein the at least one destination facility being identified by a destination facility identifier, a database receiving and storing the plurality of collected data, an advisory module for generating advisory information, the advisory module comprising:

an intelligence module retrieving stored data from the database and generating a plurality of data conclusions relating the stored data to advisory rules;

a mapping module mapping each of the generated data conclusions to an advisory information data structure;

a storage module storing each of the advisory information data structures mapped to a generated data conclusion in association with the destination facility identifier; and

a communication interface operable to communicate with users over a communication network and receiving a provider identification code in a request by a first user to access the network advisory system, the communication interface determining that the first user is

authorized to access advisory information data structures associated with the at least one destination facility based on a mapping of the provider identification code to the destination facility identifier and consequently transmitting the advisory information data structures associated with the at least one destination facility to a first network device presenting the advisory information data structures to the first user.

57. (New) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information data structures associated with the at least one destination facility to the first network device over a wireless network connection as the first user is in transit between a first destination facility and the at least one destination facility.

58. (New) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information data structures associated with the at least one destination facility to the first network device over a wireless network connection as the first user is located at a destination facility.

59. (New) An advisory module as defined in claim 56, wherein the first user is authorized to access advisory information data structures associated with a plurality of destination facilities each being identified by a destination facility identifier linked to the provider identification code of the first user, the at least one destination facility being one of the plurality of destination facilities, wherein the request further comprises the destination facility identifier for the at least one destination facility such that the communication interface selects the advisory information data structures associated with the at least one destination facility for transmission to the first network device.

60. (New) An advisory module as defined in claim 56, wherein the first user is authorized to access advisory information data structures associated with a plurality of destination facilities each being identified by a destination facility identifier linked to the provider identification code of the first user, the at least one destination facility being one of the plurality of destination facilities, wherein the communication interface transmits the advisory information data structures associated with each of the plurality of destination facilities to the

first network device in response to mapping the provider identification codes to each of the destination facility identifiers identifying each of the plurality of destination facilities.

61. (New) An advisory module as defined in claim 60, wherein the storage module comprises a plurality of customer account records each identifying a customer account corresponding to one of the plurality of destination facilities, wherein each customer account record stores at least one advisory information data structure.

62. (New) An advisory module as defined in claim 61, wherein each customer account record comprises:

a device data-type record operable for storing advisory information data structures derived from device data associated with a utility device maintained at one of the plurality of destination facilities; and

an account data-type record operable for storing advisory information data structures derived from account data associated with a utility device maintained at one of the plurality of destination facilities.

63. (New) An advisory module as defined in claim 62, wherein at least one account data-type record is a business data-type record operable for storing advisory information data structures derived from business data associated with the customer account to which the customer account record comprising the at least one account data-type record is associated.

64. (New) An advisory module as defined in claim 62, wherein at least one account data-type record is a census data-type record operable for storing advisory information data structures derived from census data associated with the customer account to which the customer account record comprising the at least one account data-type record is associated..

65. (New) An advisory module as defined in claim 56, wherein the transmitted advisory information data structures are is in the form of a script in a format based on the first network device.

66. (New) An advisory module as defined in claim 65, wherein the script is in an audio format.

67. (New) An advisory module as defined in claim 65, wherein the script is in an audio/visual format.

68. (New) An advisory module as defined in claim 65, wherein the script is in a textual format.

69. (New) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information to the first user over a land-based network connection to the user.

70. (New) A method for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the method comprising:

receiving device data relating to a water temperature within the wash basket;  
analyzing the device data to determine whether the water temperature is within a predetermined threshold range;

if the water temperature is within the predetermined threshold range, then storing in a database record associated with the wash machine a first data structure indicating that the water temperature is within the predetermined threshold range;

if the water temperature is not within the predetermined threshold range, then storing in a database record associated with the wash machine a second data structure indicating that the water temperature is not within the predetermined threshold range;

in response to a request by a field service provider for maintenance information associated with the destination facility, accessing the database and retrieving therefrom the one of the first and the second data structures stored in the database record; and

presenting the retrieved data structure to the field service provider while the field service provider is situated at a location other than the destination facility and other than the remote

facility such that the field service provider is remotely provided notice as to whether the wash machine needs servicing.

71. (New) A method as defined in claim 70, wherein the wash machine is a warewash machine.

72. (New) A method as defined in claim 70, wherein the wash machine is a laundry machine.

62 ✓  
73. (New) A method as defined in claim 70, wherein the storing acts comprise:  
if the water temperature is within the predetermined threshold range, then storing the first data structure in the database record in association with the device data;  
if the water temperature is not within the predetermined threshold range, then storing the second data structure in the database record in association with the device data.

74. (New) A method as defined in claim 73, wherein the accessing act comprises:  
retrieving the device data while accessing the database record to retrieve the one of the first and second data structures stored therein; and  
wherein the presenting act presents the device data to the field service provider in conjunction with the presentation of the retrieved data structure.

75. (New) A method for managing from a remote facility maintenance of a wash machine located at a destination facility, wherein articles are washed in a wash basket of the wash machine, the method comprising:  
receiving device data relating to a water level within the wash basket;  
analyzing the device data to determine whether the water level is within a predetermined threshold range;  
if the water level is within the predetermined threshold range, then storing in a database record associated with the wash machine a first data structure indicating that the water level is within the predetermined threshold range;

if the water level is not within the predetermined threshold range, then storing in a database record associated with the wash machine a second data structure indicating that the water level is not within the predetermined threshold range;

in response to a request by a field service provider for maintenance information associated with the destination facility, accessing the database and retrieving therefrom the one of the first and the second data structures stored in the database record; and

presenting the retrieved data structure to the field service provider while the field service provider is situated at a location other than the destination facility and other than the remote facility such that the field service provider is remotely provided notice as to whether the wash machine needs servicing.

62  
76. (New) A method as defined in claim 75, wherein the wash machine is a warewash machine.

77. (New) A method as defined in claim 75, wherein the wash machine is a laundry machine.

78. (New) A method as defined in claim 75, wherein the storing acts comprise:  
if the water level is within the predetermined threshold range, then storing the first data structure in the database record in association with the device data;  
if the water level is not within the predetermined threshold range, then storing the second data structure in the database record in association with the device data.

79. (New) A method as defined in claim 78, wherein the accessing act comprises:  
retrieving the device data while accessing the database record to retrieve the one of the first and second data structures stored therein; and  
wherein the presenting act presents the device data to the field service provider in conjunction with the presentation of the retrieved data structure.

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